


AFFORDABLE PHONE SERVICES

2004-146-C

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS**

**Affordable Phone Services, Inc.
SECOND QUARTER - 2011**

	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>
Number of Customer Access Lines	3327	2671	2677
Trouble Reports/Access Line (%)	70/2.10%	64/2.39%	123/4.59%
Customer Out of Service Clearing Times (%)	94.5%	93.2%	92.1%
New Installs Completed w/in 5 Days (%)	95.7%	92.8%	94.7%
Commitments Fulfilled (%)	96.8%	95.1%	96.2%

COMMENTS/EXPLANATION:

Affordable Phone Services has a very successful outreach/marketing campaign. We have reduced our plan costs and offer long distance free of charge to our lifeline customers.

Person Making Report/Contact Information:

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UNLIMITED LOCAL RESIDENTIAL TELEPHONE SERVICE